



FAQs Door to Door

VOLUNTEER FREQUENTLY ASKED QUESTIONS

Q. What do I do with any unused testing kits?

A. Return these to your team leader at the vehicle location.

Q. What do I do if I am running low on any material?

A. You need to check you have sufficient material for the number of locations you are calling on prior to leaving the vehicle. If you do however need extra material, radio through to your team leader and they will arrange.

Q. What should I do if I have completed my list of houses to deliver to and collect from?

A. Radio your team leader.

Q. What do I do when I have finished my shift?

A. Your shift finishes from the local vehicle point. When you have returned there and seen your team leader, you sign out. You should also ensure that you feedback any public comments or suggestions for improvement. You can also email feedback@number8events.com if you have anything you would like to raise but feel that you cannot through your team leader.

Q. Is testing compulsory?

A. The testing is completely voluntary (further information below in the public FAQ) If they decline, take a note on your progress tracker, thank them for their time and move on to the next property.

Q. What do I do if I suspect that a person lacks capacity or doesn't understand what I am telling them?

A. If someone is looking puzzled, ask them to tell you how it works and correct them if need be. You should make a judgement call on whether appropriate to leave kit. If you do not leave a test kit then note the reason why.



- Q. How long is the test kit valid after it has been used?
- A. **Once taken, tests are valid for 48 hours so it's very importantly these are collected the same day**
- Q. Can the completed tests be dropped at another testing facility by a member of the household?
- A. **No. The tests we are issuing cannot be dropped off at another testing facility.**
- Q. What if I am asked a question I do not know the answer to?
- A. **Hopefully the answer to your questions will be in the rest of this document. However, if not then admit when you don't know, and offer to get back to them. Send the answer into your team leader so we can add these questions into future FAQ documents**

MEMBERS OF PUBLIC FREQUENTLY ASKED QUESTIONS

- Q. Why are you calling door to door offering testing?
- A. **Public Health England have recently identified cases of the variant first discovered in South Africa, in this which do not appear to have any links to travel. This suggests that there might be some small amount of spread locally in this area.**
- Q. Why should I take a test?
- A. **Some people have no symptoms and are unknowingly passing on the virus to their family, friends and others. So, in order to suppress any onward spread of the virus, we are going to be conducting extra testing for anyone living within this postcode area. If you're offered a test, please take it and help to stop the transmission of the virus.**
- Q. I'd prefer to make an appointment and drive to a testing centre. Can I still do that?



A. If you have COVID symptoms you should continue to get tested using the existing testing channels – by ordering a home kit for people with symptoms or going to a symptomatic test sites in your local areas.

For testing to detect the new variant, Mobile Testing Units will be deployed in local areas for those people who are leaving their house for work or essential shopping. It is important that residents in new variant testing areas remain at home and follow lockdown rules, therefore home testing kits will also be provided.

Q. I have a relative in a care home locally – will they need to be tested too?

A. Regular testing is already routinely carried out in all care home settings. Therefore we will identify anyone in these settings with the new variant through our normal practices.

Q. Does testing hurt? What will I have to do if I have a home kit?

A. No. Some people find it slightly uncomfortable but that's all. You need to push a swab up your nose and another one down your throat and then pop them into the container provided. Instructions are included in the kit

Q. Can I refuse a test?

A. Yes, it's up to you if you want to be tested. We would urge you to take the opportunity though if you are offered it. Testing will help us to find the virus, stop it being shared, and protect our community.

Q. How long is a test valid for after I have taken it?

A. The tests are valid for 48 hours from the time they are taken.

Q. When will my doorstep test be collected?

A. We aim to pick up tests from households within 2 hours.

Q. How long will it be before I get the results of my test?

A. As with all PCR tests results should be back within 48 hours, but in most cases they are usually back within 24 hours. However the initial result will only determine if you have coronavirus. Further analysis needs to be undertaken to isolate the SA variant. We will notify you if you have the SA variant in due course however the rules for self isolation remain the same regardless of the variant.



- Q. Why are you using the PCR and not the quicker Lateral Flow test?
- A. **The LFT will tell us if you have coronavirus however we need the more detailed data which is captured in a PCR test which will tell us which variant of coronavirus is present.**
- Q. Am I more at risk if I have the SA variant?
- A. **At present there is no evidence to suggest that this variant is any more severe than others.**
- Q. What can I do with my test if a member of staff does not return to collect them?
- A. **We will always aim to come back and collect your test as we want to minimise the need for anyone to leave the house during lockdown. Therefore either contact us at this number xxx or when out doing essential shopping please drop your test off at the mobile testing unit in xxxxx**
- Q. Are you targeting certain ages or ethnicities?
- A. **No all households within the designated location are being asked to take a test. Only those within your household aged 16 or over need take the test.**
- Q. Why are you only testing those aged 16 or over?
- A. **DN – awaiting answers from central teams**
- Q. If my test is negative can I carry on with my life as normal?
- A. **If you have symptoms you must stay at home and isolate until you have the result. If your test is negative you must continue to follow the national lockdown rules. These are to stay at home and only leave for work (where this cannot be done from home), essential shopping, exercise or medical appointments.**
- Q. I have a common cold. Will the test still work?
- A. **Yes it will still work.**
- Q. Doesn't more testing result in more positives, meaning we'll all be in lockdown for longer?



- A. No. More testing will help us find the virus and stop it being spread and multiplying.**